

Bob Taft
Governor



Barbara Riley
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September 30, 2006

Gay Gilbert , Administrator Office of Workforce Investment
U.S. Department of Labor
200 Constitution Avenue, N.W.
Washington, D.C. 20210

ATTN: Gene Tichenor, Room S-4231

RE: Unemployment Compensation Reemployment Services Performance Report PY2005

Dear Ms. Gilbert:

Please find enclosed Ohio's UC Reemployment Services Performance Report for PY2005.

If you should have any questions please feel free to contact me at 614-644-3121.

Thank you,

Chad Moore
UC Reemployment Services
Program Coordinator
Ohio Department of Job and Family Services

cc: Mr. Byron Zuidema
Gene Tichenor

UC REEMPLOYMENT SERVICES PERFORMANCE REPORT

State: **OHIO**

Date: 09-30-06

STATE SPECIFIC PERFORMANCE REPORT

Overview of Activities

As reported in the PY 2004 Reemployment Services report, ODJFS Office of Unemployment Compensation implemented a new UI benefit delivery system, Ohio Job Insurance (OJI) that houses the data entry for UC Reemployment Services (UCRS). We continue to work with the technical staff of OJI on enhancements and minor defects to improve the data performance that may effect UCRS data results. We continued to train new staff involved with UCRS on the data entry procedure and refresher training on the policy and procedure of UCRS at that time.

The number of partners and referrals to partners continued to increase with the increase in participants and the observation and commentary from claimants of the benefits of attending the UCRS program. The number of ODJFS staff involved with the UCRS program has also increased with the rising number of participants.

The number of orientations increased statewide throughout PY2004 and PY2005. A majority of One-Stops offer a minimum of two orientations a month, with twenty-seven (27) of the counties offering four orientations a month.

During PY 2005, two focus groups were held with One-Stop service delivery staff. Through brainstorming processes, the focus groups shared their challenges and best practices delivering an effective and quality UCRS program in their local areas. Each focus group was unique in providing innovative ways to solve issues experienced by service delivery staff statewide. More focus groups are planned for the upcoming program year if funding allows.

Milestones & Positive Outcomes Achieved

We continue to promote the increase of One-Stop partner participation in reemployment services. Examples include:

- Kevin S., a displaced and transplanted Veteran with experience in logistics and trucking. "Through dialogue I determined that he would be a fit for an opening with Industrial Transport for its available Operations Supervision position at the Daimler-Chrysler plant in Toledo, OH. After forwarding his

information to the company, I was contacted by former Operations Supervisor Mike Harris to have Mr. S. to directly contact him. Needless to say, he got the position and later called to thank me for my suggestions and guidance.”

...Shedrick Williams, CSR, Lucas County One Stop.

- William C. was an employee of Ward Kraft for many years. They closed the plant down, and I had many UCRS participants that were employed by them. That put about 60 people looking for the same kind of printing job in our local area, which we are lucky to see one that has to do with printing. I recently contacted William and he had acquired a full-time position with Citicorp Financial in Grove City operating a printing press printing the company's own work. He was very thankful for all of my assistance during his unemployment. He collected only 12 weeks of unemployment.

...Glenn long, CSR, Know County One Stop

- *“I would like to share with you my recent experience with The Work Station located in Athens County. I recently attended a meeting there for dislocated employees and was greeted by a friendly gentleman shortly after I entered the building whom escorted me to the conference room. I was then introduced to the instructor, a lady by the name of Chris. She was such a delightful person and her desire to assist us was genuine. What I would like to comment on concerning the program, is the ingenious idea to introduce the opportunity of "shadowing." The idea of testing the water for a day or even a few hours to experience a field is an exceptional way for one to discover what fields they fit into and which ones they don't. I applaud the person whom introduced this idea to The Work Station. In my opinion, they should be rewarded. By the way, the clothing closet which was established in order to provide dress clothing for interviews to those who don't have any was another great idea. I appreciate the environment that The Work Station offers. They are an asset to our community! Sincerely, Mrs. Tammy J. E.”*

....Letter to Athens County One-Stop (The Work Station) from UCRS customer

After completing orientation, participants are surveyed on the value of the program. Over 83 % of claimants served stated that the program was either very or extremely valuable.

Accomplishments/ Performance Indicators

In PY2005, 47,473 services were provided which is a 63% increase over the previous year of 30,326. Individuals reporting to an orientation session in PY 2005 were 42,335 which is a 70% increase over the 29,695 in PY 2004.

In PY2005, 23,356 individuals completed an orientation session which is a 58% increase over the 13,439 who completed orientation in PY 2004. Individuals completing an assessment in PY 2005 were 21,102 which is a 302% increase over the 6,374 in PY 2004.

Individuals completing placement services in PY 2005 were 6,116 which is a 53% increase over the 3,247 in PY 2004.

In answering the orientation survey question, “Was this program beneficial to you?”; 97% of the claimants stated that the services received were beneficial. We also solicited free-flow comments on the survey and many of the claimants indicated that they were presented with a lot of information they were not previously aware of existed.

Ohio has also steadily improved duration. (The year and quarter are indicated by the notation CYQ (e.g. CY2006.2) Calendar year 2006 – second calendar quarter ending June 2006.) Ohio’s average: 15.2 weeks in CYQ 2006.2 ; down from 15.3 in CYQ: 2005.2 and 16.3 weeks in CYQ 2004.2. All years are below the national average duration cited by DOL - 15.3 weeks in CYQ 2006.2. and 15.7 for CYQ 2005.2 and 16.7 in CYQ 2004.2

Due to the timing of Wage Record reporting, the Entered Employment rate for PY2005 cannot be calculated until after November 30.

Changes Implemented or in development in PY 2006

In PY 2005, we established a goal for a statewide minimum participation rate of 1,000 per month. In conjunction with this goal, in the last quarter of PY 2005, we decreased the “report back” time for reemployment participants from 20 weeks to 12 weeks. This will increase the overall size of the pool by capturing a greater number of claimants to serve. This will improve performance by bringing claimants in for services earlier in their term of unemployment.

Other significant changes included presentation training of all One-Stop staff that make oral presentations at the orientations. This has improved the quality of the information and brought about assurances that all claimants remain enthused about their job search prospects.

A UCRS website for staff was introduced. It includes tools, forms, policy and best practices providing uniform information disseminated throughout the entire state.

Customer Satisfaction Surveys are now fully automated.

In PY2006 ODJFS will continue delivering the program without earmarked federal funding for the program. The lack of federal funding will impede the growth of the program and will impact the long-term quality of the program.

Unfortunately, for Ohio per the following newspaper report, the need for reemployment services is the greatest at the time when federal funding is discontinued.

Posted on Sun, Aug. 13, 2006

Ohio No. 1 -- in job losses

By David Knox and Carl Chancellor
Beacon Journal staff writers

A decade ago, Ohio's battered rust-belt economy did something surprising: It showed signs of life.

After a generation of bleeding jobs from the auto, steel and rubber industries, employment in the manufacturing sector steadied by the early 1990s, then began growing.

In the five-county Akron-Canton area, manufacturers added nearly 9,700 new jobs -- a 7.8 percent increase -- between 1992 and 1998, according to a Beacon Journal analysis of federal data.

Other sectors of the economy also prospered and Ohio's overall unemployment rate ran lower than the national average for eight straight years.

Then the party ended.

Ohio's rejuvenated manufacturers, who had stripped down and learned to compete effectively with Japan, Korea, Germany and Mexico, stumbled before the new challenge from China, with its rock-bottom labor costs.

The effect on traditional industries was catastrophic: One in five manufacturing jobs in Ohio disappeared in the last five years -- more than wiping out all the hard-fought gains of the 1990s.

The 217,000 jobs that vanished from all of Ohio's goods-producing industries between 1997 and last year -- along with their \$9.3 billion in average annual wages -- were the biggest losses of any state in the nation. The state's 15.7 percent decline in total average annual wages also ranked Ohio dead last.

Job losses aren't the only measure of Ohio's economic woes.

The state's gross state product generated by its goods-producing industries -- manufacturing, construction, farming, mining and other natural resources -- fell by nearly \$9 billion from 1997 to 2004, again the biggest drop of any state.

The rest of the state's economy -- the service-providing industries -- did manage to grow, but well below the national average and not enough to keep up with Ohio's growing work force. About 50,000 Ohioans joined the ranks of the unemployed between 1997 and June of this year.

Worse yet, the new jobs paid considerably less than those lost. The average annual pay for goods-producing jobs was more than \$46,000 last year, compared to \$35,000 for service-sector workers.

No common solutions

Both major party candidates for governor -- Republican J. Kenneth Blackwell and Democrat Ted Strickland -- acknowledge Ohio's economy is ailing.

Where they radically disagree is on the cure.

``Our economy is failing our families," Strickland said in a speech to a gathering of Summit County Democrats. ``Our educational system is shortchanging our children."

A cornerstone of Strickland's ``Turnaround Ohio" revitalization plan is improving education, including proposals for universal preschool and upgrading kindergarten through grade 12 with new books, increased technology and better teacher training.

Strickland also wants to dramatically increase Ohio college and university enrollment by making higher education more affordable

The state is lagging in post-secondary education. Only 23.3 percent of Ohioans have a bachelor's degree or more, compared to 2

<http://www.ohio.com/mld/ohio/news/15264692.htm?template=contentModules/printstory.jsp>

8/15/2006